



King County
COMMUNICATIONS SPECIALIST III
DEPARTMENT OF EXECUTIVE SERVICES
FINANCE AND BUSINESS OPERATIONS DIVISION
PAYROLL SYSTEMS AND OPERATIONS SECTION
Hourly Rate Range: \$25.26 – \$32.02
Job Announcement: 04LW4642STT
OPEN: 10/11/04 CLOSE: 10/27/04

WHO MAY APPLY: There are 2 short-term temporary (STT) positions estimated to last for approximately 90 days. The positions are open to all qualified candidates.

WHERE TO APPLY: Required forms and materials **must** be sent to: **Finance & Business Operations Division, Attention: Jemima deVera, M.S. EXC-ES-0720, Exchange Building, 7th Floor, 821 Second Ave, Seattle, WA 98104-1598.** Email applications are encouraged at **HR.FBOD@metrokc.gov**. Application materials must be received by 4:30 p.m. on the closing date. (Postmarks are NOT ACCEPTED.) **PLEASE NOTE:** Applications not received at the location specified above and those that are not complete may not be processed.

FORMS AND MATERIALS REQUIRED: A [King County application form and data sheet](#), resume and a letter of interest detailing your background and describing how you meet or exceed the requirements are required. Application forms may be found at <http://www.metrokc.gov/ohrm/jobs/JobApplications.htm>

WORK LOCATION: Exchange Building, 7th Floor, 821 Second Ave Seattle, WA 98104

WORK SCHEDULE: This position is non-exempt from the provisions of the Fair Labor Standards Act, and is overtime eligible. This position is paid on a bi-weekly schedule, every other Thursday, comprising a 40-hour workweek; normally Monday through Friday, 8:00 a.m – 5:00 p.m. May be required to work extended and/or flex scheduled work hours to respond to service needs.

JOB DUTIES INCLUDE:

- Provide and oversee completion of a detailed Communications and Support Plan for PeopleSoft, eApps and MSA functional support.
- Create required tools, structures and documentation necessary to provide functional support for eApps.
- Implement tools and provide on-going email, telephone and other support as needed for eApps stakeholders.
- Develop and execute publications and other media, including: training materials, user manuals, policies and procedures, surveys/interview content, web content, bulletins, newsletters and presentations, including research, design, creation, coordination and distribution.
- Identify all stakeholders, communication needs and issues for the PeopleSoft, eApps and MSA support.

- Provide expertise in format and layout design, readability, audience appropriateness and effectiveness of all written communications materials produced for supporting PeopleSoft, eApps and MSA.
- Interact with specific audiences, technical and non-technical, to collect and provide information, communicate support protocols and other elements, listen to concerns and help resolve problems.
- Prepare information and materials for trainings and support presentations.
- Give presentations and/or conduct trainings or surveys with internal and external customers, and/or act as scribe for selected meetings and data-gathering sessions.
- Develop stakeholder and user group communications materials, including web-based, email and print, and communicate update information and program/project elements.
- Use creativity and imagination in preparing communications materials that address the needs of multiple targeted audiences, including content, layout, presentation and usability.
- Make decisions about communication media or tools necessary for assigned work.

QUALIFICATIONS:

- Highly developed writing and oral communication skills
- Strong interpersonal and customer service skills
- Demonstrated ability to create and execute detailed communication plans
- Knowledge of communications principles, methods and materials
- Expert level using MS Word, and strong knowledge of MS Powerpoint

WORKING KNOWLEDGE IS REQUIRED IN:

- Writing, editing and/or illustrating technical and non-technical information
- Providing online, email or phone support
- Research methods, tools and techniques, including interviews and surveys
- Ability to develop presentation and written materials for targeted audiences
- Ability to work with and communicate to different stakeholders, including technical, operations staff, management and leadership, as well as other relevant groups
- Ability to synthesize and communicate technical information to non-technical audiences
- Ability to initiate, identify and assess effective communication plans and strategies of targeted audiences, including some information architecture in addition to business/technical writing
- Ability to organize work assignments and set priorities to meet deadlines
- Presentation and group facilitation skills, methods, tools and techniques
- Project management skills
- Ability to present complex projects to audiences of different levels
- MS Excel

DESIRABLE QUALIFICATIONS:

- Experience with Peoplesoft HRMS and/or GEAC/MSA HR/Payroll
- Training and/or advanced presentation experience

UNION REPRESENTATION: This position is not union represented.

CLASS CODE: 2501300